

HOW TO PREPARE FOR A PCS MOVE

A PCS move can sometimes result in headache and frustration for the service member. You may find that a childhood photo album was lost or your new TV does not work or maybe some of your DVDs are missing. While in many cases, you cannot prevent an item from being damaged or lost, there are specific steps you can take to ensure that you are compensated for your loss. The following are important tips to keep in mind the next time you PCS.

TIPS FOR PROTECTING YOUR PCS CLAIM:

- Take time before the packers arrive to document the pre-existing condition of your high value household goods, sentimental items and other personal collections. Create detailed listing of all collections (i.e., DVD/CD, VHS Tapes, Hummel Figurines, china, crystal) and their appropriate conditions. Another good way to document your property is to walk around your house photographing or video taping everything, zooming in on or panning to items as necessary. That way you have accurate and nearly complete documentation of your property that you can easily carry with you.
- An accurate inventory can be the most valuable document you have to file a claim successfully, so review it carefully. Movers use codes following the item listed to identify the condition of your property and the meaning of the codes are listed at the top of the inventory sheet. Some movers will attempt to exaggerate the pre-existing damages, so pay attention and review the inventory carefully. If you do not understand or agree with what is listed, do not argue with the movers but annotate your disagreement in the remarks column on the inventory.
- Movers often mark MCU (Mechanical Condition Unknown) for your electronic items. In order to show that your electronic items were working properly before your move, you should make a date stamped video recording of them working properly. You may also leave all electronics plugged in and have them turned on when the movers arrive. That way the movers know whether or not your electronics are working properly. With CDs, DVDs and VHS Cassettes ensure the packers annotate the number you had, and the number of originals when appropriate. If you do not annotate the number the DVDs in your collection, you might only be reimbursed for 1 DVD when in fact you could have had over 100. Remember that inventory sheet is proof that you owned a specific item at the time of the move.
- Insist that the movers complete a high value sheet and that items with a high value are listed on it, including brand, model and serial number when appropriate. Occasionally, movers will try to convince people that listing valuable items increases the chances of theft during a move. This is not true. What the list really does is protect you by documenting receipt of items with significant value to the moving company so if they are missing at delivery the company can be held

accountable for their loss. But more importantly, you will have a greater likelihood of recovering the correct value for that lost or damaged high value item. This is especially important in reference to a toolbox that contains very expensive tools. Some specialty tools can cost hundreds of dollars but if they are inside a toolbox, and do not appear on the inventory sheet, you might not get reimbursed for the loss. Again, your inventory sheet is *extremely* important, make sure it is accurate before you sign.

- Keep receipts for all of your high value items (i.e., TVs, Video Game Consoles, furniture, paintings). This documents the value, quality, and purchase date of the items. This can be particularly important for items purchased just before the move.
- You should always carry your most precious and valuable items, such as jewelry, coin/baseball card collections, and photo albums. It is also a good idea to carry important paperwork with you, including a copy of your household goods inventory since you will need this record to file your claim.
- While the movers are unpacking your boxes, you should be looking over the items to make sure they are in good condition. If you find any damage, specifically list the type and extent of the damage on the PINK FORM (1840 Form). When the movers leave they will take a copy of the pink form with them and leave a copy with you. Again, remember to read over the form and check it for accuracy before signing. If you discover additional damages after the move then annotate it on the back of the pink form.
- The most important thing to remember about filing a claim is that you **MUST** turn in your PINK Form (1840) to the Claims Office within **70 DAYS** from the **DATE OF DELIVERY**. Failure to do so may severely reduce or even cause denial of your claim. You may turn these forms in to the claims office at any time during working hours.
- Once you have completed notice you will have two years from the date of delivery to complete your claim. When you're ready to file the claim please call the number below to schedule an appointment.

The Stuttgart Claims Office services both the Stuttgart and Garmisch communities. The Claims Office is located on Kelley Barracks, Building 3312 in room 222. Claims personnel accept claims by appointment Monday - Wednesday and Friday 0900-1630. To schedule an appointment, contact the Claims Office at DSN 421-4597 or CIV 0711-729-4597.